



## NATIONAL AERONAUTICS AND SPACE ADMINISTRATION Office Of Equal Opportunity Programs (OEOP)

### CAP FACT SHEET Requesting Assistive Technology through the NASA/CAP Interagency Agreement

#### What is CAP

The Department of Defense (DoD) created the Computer/Electronic Accommodations Program (CAP) in 1990 in an effort to eliminate employment barriers for employees with disabilities. Since 1990, CAP has successfully provided assistive technology to individuals with visual, hearing, dexterity and cognitive disabilities and serviced over 34,000 Federal Government employees.

#### What is the NASA/CAP Partnership

On November 11, 2002, NASA signed an interagency agreement with DoD to become one of 53 Federal Partner Agencies to receive accommodation services from CAP. Through this agreement, NASA supervisors and employees along with CAP Staff, will work to provide assistive technology solutions for individuals in the workplace.

#### What Types of Assistive Technology and Services can CAP provide

- Computer input devices: *alternative keyboards, pointing devices, voice recognition services*
- Computer output devices: *screen readers, large monitors, Braille terminals*
- Telecommunication devices: *PC-based TTY*
- Assistive listening devices: *personal amplification devices, amplified handset*
- Alternative forms of documentation: *Braille, large print, electronic*
- Captioning services
- Other technology and services to facilitate access

#### Do I Qualify for CAP Services

To determine if you are eligible to receive Assistive Technology, you are encouraged to meet with your supervisor to discuss your needs. You, your supervisor, the Disability Program Manager and/or a CAP Team member will research options to ensure that you receive the appropriate accommodations.

#### How Much Will CAP Services Cost

CAP services are provided at no cost to the Agency.

#### When Will I Receive My Request

The majority of CAP Requests are processed within 12-15 business days of receipt.

#### Who Do I Contact for Additional Information

##### Ms. Lynda Sampson

NASA Agencywide Disability Program Manager

NASA Agencywide CAP Point-of-Contact

[lsampson@hq.nasa.gov](mailto:lsampson@hq.nasa.gov)

NASA Office of Equal Opportunity Programs

300 E Street, SW

Washington, DC 20546

**Tel:** (202) 358-2167

**Fax:** (202) 358-3336

**TTY:** (202) 358-3748

##### DoD CAP Office

Tricare Management Activity

5111 Leesburg Pike

Five Skyline Place, Suite 810

Falls Church, VA 22041-3206

**Tel:** (703) 998-0800

**Fax:** (703) 931-9483

**TTY:** (703) 681-0881

[www.tricare.osd.mil/cap](http://www.tricare.osd.mil/cap)

*"Partnering to Eliminate Access Barriers in the Workplace"*

## **CAP Request Guidance**

The NASA Center or Headquarters Disability Program Manager is your primary point-of-contact when requesting CAP Services.

### **Step 1**

#### ***Conduct A Needs Assessment***

If an employee is uncertain of his/her assistive technology needs, a needs assessment will be conducted by the appropriate Headquarters or Center Staff. The assessment will review the job functions of the individual and determine what assistive technology solution is appropriate. A needs assessment can also be conducted at the CAP Technology Evaluation Center (CAPTEC), by contacting a CAP Staff Member, or online via the CAP website at: [www.tricare.osd.mil](http://www.tricare.osd.mil).

### **Step 2**

#### ***Identify Appropriate Solutions***

The CAP Staff is divided into three disability teams: Blind/Low Vision, Dexterity/Mobility and Deaf/Hard of Hearing. The experts on these teams can assist employees with identifying the technology that best meets their needs.

### **Step 3**

#### ***Complete Request Form***

The CAP request form can be obtained from a supervisor, Disability Program Manager, or online at: [www.tricare.osd.mil/cap/acc\\_proc\\_request.cfm](http://www.tricare.osd.mil/cap/acc_proc_request.cfm)

NASA employees requesting an accommodation can submit a request in one of three ways:

1. **Online:** [www.tricare.osd.mil/cap/requests](http://www.tricare.osd.mil/cap/requests)
2. **Fax:** (703) 681-9075
3. **Mail:** DoD CAP Office, Tricare Management Activity, 5111 Leesburg Pike, Five Skyline Place, Suite 810, Falls Church, VA 22041-3206

### **Step 4**

#### ***Procurement Process***

Upon receiving the request, a CAP Staff Member will review the request. If approved, the request will be filled within 12-15 business days. If after this period the requested equipment is not delivered, contact the CAP Office. Please note that requests for special technology may take an extended period of time.

#### **CAP Contact Information:**

**Tel:** (703) 998-0800

**Fax:** (703) 931-9483

**TTY:** (703) 681-0881

### **Step 5**

#### ***Maintain Assistive Technology***

NASA employees are required to register the equipment they receive from CAP with the service provider and NASA. The equipment then becomes the property of NASA and the appropriate NASA Department will ensure that the equipment receives timely and proper maintenance.

### **Step 6**

#### ***Submitting the Completed Form to the Appropriate NASA Personnel***

A copy of the CAP Request Form must be sent to the NASA Center or Headquarters Disability Program Manager in the Office of Equal Opportunity and Employment (OEOP). In addition, the NASA Center or Headquarters Disability Program Manager will be required to provide a copy of the request to the NASA Agencywide CAP Point-of-Contact, Ms. Lynda Sampson.

### **Alternate Formats**

Alternate Formats of the NASA CAP Guidance are available upon request from:

NASA Office of Equal Opportunity Programs

300 E Street, SW

Washington, DC 20546

(202) 358-2167

(202) 358-3748 (TTY)

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